



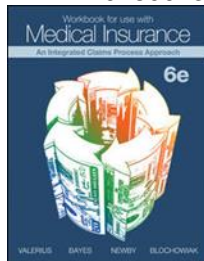
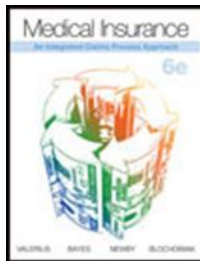
MAST 1100 – Medical Insurance Management COURSE SYLLABUS Fall Semester 2015

Semester: Fall 2015
Course Title: **Medical Insurance Management**
Course Number: **MAST 1100**
Credit Hours/ Minutes: **2/3000**
Class Location: **Building 8, Room 8166**
Class Meets: **10:15 – 11:10 M-R**
CRN: **20299**

Instructor: **Kimberly Brown, BSHS, CMA (AAMA), CCS-P**
Office Hours: **T-Th 2:00 – 5:00**
Office Location: **Building 8, Room 8168**
Email Address: swaters@southeasterntech.edu
Phone: **(478) 289-2243**
Fax Number:
Tutoring Hours: **By Appointment**

REQUIRED TEXT:

Medical Insurance: An Integrated Claims Process Approach 6e, Valerius – ISBN 9780073513713
Workbook to Accompany Medical Insurance – ISBN 9780077520519
Medical Coding Workbook for Physician Practices and Facilities ICD-10 Edition, Newby – ISBN 9780073511047



REQUIRED SUPPLIES & SOFTWARE:

- 3 ring binder
- Pens
- Paper
- Highlighter
- ICD Coding Book (available from Library)

COURSE DESCRIPTION: Emphasizes essential skills required for the medical practice. Topics include: managed care, reimbursement, and coding.

MAJOR COURSE COMPETENCIES:

1. Managed Care
2. Reimbursement Coding

PREREQUISITE(S): ALHS 1011, ALHS 1090, COMP 1000, ENGL 1010

COURSE OUTLINE:

Managed Care

1. Define frequently used insurance terms and abbreviations.
2. Identify types of insurance plans.
3. Describe these types of insurance plans, Governmental Carriers: Medicare, Medicaid, TRICARE, etc.; Managed Care: HMO, PPO, POS; Worker's Compensation; Blue Cross Blue Shield; and private insurance.

4. Identify models of managed care.
5. Discuss Worker's Compensation as it applies to patients.
6. Cite advantages of group vs. private health insurance.
7. Describe procedures for implementing both managed care and insurance plans.
8. Describe medical necessity and proper documentation required for proper reimbursement.
9. Discuss utilization review principles.
10. Discuss referral process for patients in a managed care program.
11. Describe how guidelines are used in processing an insurance claim.
12. Compare processes for filing insurance claims both manually and electronically.
13. Describe guidelines for third-party claims.
14. Discuss types of physician fee schedules.
15. Describe the concept of RBRVS.
16. Define Diagnosis-Related Groups (DRGs).
17. Apply both managed care policies and procedures.
18. Apply third-party guidelines.
19. Demonstrate completion of insurance claim forms.
20. Demonstrate obtaining precertification, including documentation.
21. Demonstrate obtaining preauthorization, including documentation.
22. Demonstrate verifying eligibility for managed care services.
23. Display assertive communication with managed care and/or insurance provider.
24. Display sensitivity in communicating with both providers and patients.
25. Display communication in language the patient can understand regarding managed care and insurance plans.
26. Cooperate with physician to achieve the maximum reimbursement.
27. Discuss insurance fraud and abuse.
28. Describe the impact of HIPAA and other government regulations on the reimbursement process.

Reimbursement and Coding

1. Describe how to use the most current procedural coding system.
2. Define up coding and why it should be avoided.
3. Describe how to use the most current diagnostic coding classification system.
4. Demonstrate use of ICD coding books and CPT coding books.
5. Demonstrate appropriate use of modifiers.
6. Describe how to use the most current HCPCS.
7. Perform procedural coding.
8. Perform diagnostic coding.
9. Demonstrate completion a referral form.

GENERAL EDUCATION CORE COMPETENCIES: STC has identified the following general education core competencies that graduates will attain:

1. The ability to utilize standard written English.
2. The ability to solve practical mathematical problems.
3. The ability to read, analyze, and interpret information.

All students pursuing a degree, a diploma, or a Technical Certificate of Credit with a General Education component will be required to pass the General Education Competency Exams prior to graduation.

STUDENT REQUIREMENTS:

ASSIGNMENTS: This lesson plan is subject to change at instructor's discretion. Late assignments are assessed ten-points each day. Three days past the due date, the assignments are not accepted; a grade of zero is assigned. It is the student's responsibility to make sure all assignments are completed and submitted by these due dates. **Points will be deducted for failure to follow directions. **Proper heading must be included on all materials handed in.** This includes first and last name, date, course, assignment name. Failure to include this information will result in a **five point reduction.**

CLASSROOM RULES: All cell phones will be turned off at the beginning of class time. Any cell phone that rings during class will become property of the instructor until further notice. If you have an emergency, please discuss options with me prior to class. Computers in the classroom are not to be used during class time. You may use the computers during break time only unless otherwise instructed for teaching purposes. I can and will deny you access to your computer if necessary. There will be **no eating or drinking** in the classroom.

FINAL EXAM: A final unit test average of 75 or above is required to sit for the final exam. Grades of 74.9 will not be rounded up. If you have below a 75 average, you will receive a “WP” or “WF” depending on the average grade prior to the final exam. Students will take a comprehensive final exam covering the material in the textbook and workbook over the entire semester. Failure to take the final exam at the end of the semester will result in a grade of zero. No exceptions.

QUIZZES/CODING WORKSHEETS: Chapter quizzes will be given prior to covering the chapter material. Each student is expected to be prepared for the quizzes by reading the chapter material **BEFORE** the quiz. As referenced below, chapter quizzes are not allowed to be made up. In the event of an absence, the student will receive a zero for any quizzes missed.

Coding worksheet assignments are due on the date assigned in the lesson plan. If a student needs extra time they will be responsible for discussing this need with the instructor and extra time may be allotted at the instructor's discretion on a case-by-case basis.

ATTENDANCE GUIDELINES: Class attendance is a very important aspect of a student's success. Being absent from class prevents students from receiving the full benefit of a course and also interrupts the learning process. Southeastern Technical College considers both tardiness and leaving early as types of absenteeism. Responsibility for class attendance rests with the student. Regular and punctual attendance at all scheduled classes is required for student success. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

Instructors have the right to give unannounced quizzes/assignments. Students who miss an unannounced quiz or assignment will receive a grade of 0. Students who stop attending class, but do not formally withdraw, may receive a grade of F and face financial aid repercussions in upcoming semesters.

ADDITIONAL ATTENDANCE PROVISIONS

Health Sciences

Requirements for instructional hours within Health Science and Cosmetology programs reflect the rules of respective licensure boards and/or accrediting agencies. Therefore, these programs have stringent attendance policies. Each program's attendance policy is published in the program's handbook and/or syllabus which specify the number of allowable absences. All provisions for required make-up work in the classroom or clinical experiences are at the discretion of the instructor.

Attendance is counted from the first scheduled class meeting of each semester. To receive credit for a course a student must attend at least 90% of the scheduled instructional time. Time and/or work missed due to tardiness or absences must be made up at the convenience of the instructor. Any student attending less than the required scheduled instructional time (90%) may be dropped from the course as stated below in the Withdrawal Procedure.

Tardy means arriving after the scheduled time for instruction to begin. Early departure means leaving before the end of the scheduled time. Three (3) tardies or early departures equal one (1) absence for the course.

For this class, which meets 4 days a week for 15 weeks, the maximum number of days a student may miss is 7 days during the semester.

SPECIAL NEEDS: Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact Jan Brantley, Room 1208 Swainsboro Campus, 478-289-2274, or Helen Thomas, Room 108 Vidalia Campus, 912-538-3126, to coordinate reasonable accommodations.

SPECIFIC ABSENCES: Provisions for Instructional Time missed because of documented absences due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

PREGNANCY: Southeastern Technical College does not discriminate on the basis of pregnancy. However, we can offer accommodations to students who are pregnant that need special consideration to successfully complete the course. If you think you will need accommodations due to pregnancy, please advise me and make appropriate arrangements with the Special Needs Office. Swainsboro Campus: Jan Brantley, Room 1208, (478) 289-2274 -- Vidalia Campus: Helen Thomas, Room 108, (912) 538-3126.

WITHDRAWAL PROCEDURE: Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% portion of the semester (date will be posted on the school calendar) must speak with a Career Counselor in Student Affairs and complete a Student Withdrawal Form. A grade of "W" is assigned when the student completes the withdrawal form from the course.

Students who are dropped from courses due to attendance (see your course syllabus for attendance policy) after drop/add until the 65% point of the semester will receive a "W" for the course. Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of 'F' being assigned.

After the 65% portion of the semester, the student will receive a grade for the course. (Please note: A zero will be given for all missed assignments.)

There is no refund for partial reduction of hours. Withdrawals may affect students' eligibility for financial aid for the current semester and in the future, so a student must also speak with a representative of the Financial Aid Office to determine any financial penalties that may be assessed due to the withdrawal. All grades, including grades of 'W', will count in attempted hour calculations for the purpose of Financial Aid.

Remember - Informing your instructor that you will not return to his/her course does not satisfy the approved withdrawal procedure outlined above.

MAKEUP GUIDELINES (Tests, quizzes, homework, projects, etc...):

No make-up exams are allowed without a physician's excuse that must be provided to the instructor within three (3) days of the absence. If an exam is missed, the student will be allowed to take make-up exams during **at the instructor's discretion** (date to be scheduled by instructor). There will be **NO** exceptions to this policy. If you are **absent or late** on the day a **quiz** is given, you will **receive a "0"** for that grade. Lowest exam grades are not dropped.

ACADEMIC DISHONESTY POLICY: The STC Academic Dishonesty Policy states *All forms of academic dishonesty, including but not limited to cheating on tests, plagiarism, collusion, and falsification of information, will call for discipline.* The policy can also be found in the *STC Catalog and Student Handbook*.

Procedure for Academic Misconduct

The procedure for dealing with academic misconduct and dishonesty is as follows:

--First Offense--

Student will be assigned a grade of "0" for the test or assignment. Instructor keeps a record in course/program files and notes as first offense. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus. The Registrar will input the incident into Banner for tracking purposes.

--Second Offense--

Student is given a grade of "WF" for the course in which offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Registrar will input the incident into Banner for tracking purposes.

--Third Offense--

Student is given a grade of "WF" for the course in which the offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Vice President for Student Affairs, or designee, will notify the student of suspension from college for a specified period of time. The Registrar will input the incident into Banner for tracking purposes.

STATEMENT OF NON-DISCRIMINATION: Southeastern Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, disabled veteran, veteran of Vietnam Era or citizenship status, (except in those special circumstances permitted or mandated by law). This school is in compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin; with the provisions of Title IX of the Educational Amendments of 1972, which prohibits discrimination on the basis of gender; with the provisions of Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of handicap; and with the American with Disabilities Act (ADA).

GRIEVANCE PROCEDURES: Grievance procedures can be found in the Catalog and Handbook located on STC's website.

ACCESS TO TECHNOLOGY: Students can now access Angel, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the STC website at www.southeasterntech.edu.

GRADING POLICY

Coding Exercises/	
Chapter Quizzes	10%
Workbook	5%
Unit Tests	60%
Final Exam	25%
	100%

GRADING SCALE

A: 90-100
B: 80-89
C: 70-79
D: 60-69
F: 0-59

TCSG GUARANTEE/WARRANTY

STATEMENT: *The Technical College System of Georgia guarantees employers that graduates of State Technical Colleges shall possess skills and knowledge as prescribed by State Curriculum Standards. Should any graduate employee within two years of graduation be deemed lacking in said skills, that student shall be retrained in any State Technical College at no charge for instructional costs to either the student or the employer.*

Critical Thinking Core Curriculum for Medical Assistants (MAERB) 2008 Curriculum Plan

Medical Business Practices

VII.C Cognitive (Knowledge Base)	VII.P Psychomotor (Skills)	VII.A Affective (Behavior)
<p>V. Managed Care/Insurance</p> <ol style="list-style-type: none"> 1. Identify types of insurance plans. 2. Identify models of managed care. 3. Discuss workers' compensation as it applies to patients. 4. Describe procedures for implementing both managed care and insurance plans. 5. Discuss utilization review principles. 6. Discuss referral process for patients in a managed care program. 7. Describe how guidelines are used in processing an insurance claim. 8. Compare processes for filing insurance claims both manually and electronically. 9. Describe guidelines for third-party claims. 	<p>VII. Managed Care/Insurance</p> <ol style="list-style-type: none"> 1. Apply both managed care policies and procedures. 2. Apply third party guidelines. 3. Complete insurance claim forms. 4. Obtain precertification, including documentation. 5. Obtain preauthorization, including documentation. 6. Verify eligibility for managed care services. 	<p>VI. Managed Care/Insurance</p> <ol style="list-style-type: none"> 1. Demonstrate assertive communication with managed care and/or insurance providers. 2. Demonstrate sensitivity in communicating with both providers and patients. 3. Communicate in language the patient can understand regarding managed care and insurance plans.

<p>10. Discuss types of physician fee schedules.</p> <p>11. Describe the concept of RBRVS.</p> <p>12. Define Diagnosis-Related Groups (DRGs)</p>		
VIII.C Cognitive (Knowledge Base)	VIII.P Psychomotor (Skills)	VIII.A Affective (Behavior)
<p>VI. Procedural and Diagnostic Coding</p> <ol style="list-style-type: none"> Describe how to use the most current procedural coding system. Define upcoding and why it should be avoided. Describe how to use the most current diagnostic coding classification system. Describe how to use the most current HCPCS coding. 	<p>VIII. Procedural and Diagnostic Coding</p> <ol style="list-style-type: none"> Perform procedural coding. Perform diagnostic coding. 	<p>VII. Procedural and Diagnostic Coding</p> <ol style="list-style-type: none"> Work with physician to achieve the maximum reimbursement.

Medical Law & Ethics

IX.C Cognitive (Knowledge Base)	IX. P Psychomotor (Skills)	IX. A Affective (Behavior)
<p>IX. Legal Implications</p> <ol style="list-style-type: none"> Discuss legal scope of practice for medical assistants. Explore issue of confidentiality as it applies to the medical assistant. Describe the implications of HIPAA for the medical assistant in various medical settings. Describe liability, professional, personal injury, and third party insurance. Compare and contrast physician and medical assistant roles in terms of standard of care. Describe the process to follow if an error is made in patient care. 	<p>VII. Legal Implications</p> <ol style="list-style-type: none"> Respond to issues of confidentiality. Perform within scope of practice. Apply HIPAA rules in regard to privacy/release of information. Practice within the standard of care for a medical assistant. Document accurately in the patient record. Apply local, state, and federal health care legislation and regulation appropriate to the medical assisting practice setting. 	<p>IX. Legal Implications</p> <ol style="list-style-type: none"> Demonstrate sensitivity to patient rights. Demonstrate awareness of the consequences of not working within the legal scope of practice. Recognize the importance of local, state, and federal legislation and regulations in the practice setting.
X.C Cognitive (Knowledge Base)	X.P Psychomotor (Skills)	X.A Affective (Behavior)
<p>X. Ethical Considerations</p> <ol style="list-style-type: none"> Differentiate between legal, ethical, and moral issues affecting healthcare. Compare personal, professional, and organizational ethics. Identify where to report illegal and/or unsafe activities and behaviors that affect health, safety, and welfare of others, Identify the effect personal ethics may have on professional performance. 	<p>X. Ethical Considerations</p> <ol style="list-style-type: none"> Report illegal and/or unsafe activities and behaviors that affect health, safety, and welfare of others to proper authorities. Develop a plan for separation of personal and professional ethics. 	<p>VIII. Ethical Considerations</p> <ol style="list-style-type: none"> Apply ethical behaviors, including honesty/integrity in performance of medical assisting practice. Examine the impact personal ethics and morals have on the individual's practice. Demonstrate awareness of diversity in providing patient care.

**MAST 1100 – Medical Insurance Management
Tentative Spring Semester 2015
Lesson Plan – Subject to Change**

Date	Ch/Less	Content	Assignments/Tests	*Competency Area
Aug 17		First day of class Introduction to Course—Syllabi, Outline, Rules, Regulations Coverage; Completion of Forms	Reading Assignment: Chapters 1, 2, & 3	1,2 a, b, c, d
Aug 18	1	Introduction to the Medical Billing Cycle	Quiz 1, Chapter 1	1,2 a, b, c, d
Aug 19	2	Electronic Health Records, HIPAA, and HITECH: Sharing and Protecting Patient's Health Information	Quiz 2, Chapter 2	1,2 a, b, c, d
Aug 20	2	Chapter 2 continued		1,2 a, b, c, d
Aug 24	3	Patient Encounters and Billing Information Workbook Exercises for Chapters 1-3	Quiz 3, Chapter 3 Study for Test 1	1,2 a, b, c, d
Aug 25	3	Chapter 3 continued		1,2 a, b, c, d
Aug 26		Test 1 – Chapters 1, 2, & 3	Workbook Ch. 1-3 Due on Jan 23 Read Chapter 4	1,2 a, b, c, d
Aug 27	4	Diagnostic Coding: Introduction to ICD-9-CM and ICD-10-CM Workbook Exercises for Chapter 4	Quiz 4, Chapter 4 Begin work on Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Aug 31	4	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Sept 1	4	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Sept 2	4	Medical Coding Workbook –	Medical Coding	1,2

		Exercises	Workbook – Exercises will be assigned in class	a, b, c, d
Sept 3	4	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Sept 7		HOLIDAY		
Sept 8	4	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Sept 9	4	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Sept 10	4	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Sept 14	4	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Sept 15	4	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Sept 16	4	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Sept 17	4	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Sept 21	4	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Sept 22	4	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Sept 23	4	Medical Coding Workbook – Exercises	Medical Coding Workbook –	1,2 a, b, c, d

			Exercises will be assigned in class	
Sept 24	4	Test 2 – Chapter 4 Test	Workbook Chapter 4 Due Reading Assignment: Chapter 5	1,2 a, b, c, d
Sept 28	5	Procedural Coding: CPT and HCPCS	Quiz 5, Chapter 5 Workbook Chapter 4 Due Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Sept 29	5	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Sept 30	5	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Oct 1	5	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Oct 5	5	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Oct 5	5	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Oct 6	5	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Oct 7	5	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Oct 8	5	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Oct 12	5	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d

Oct 13	5	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Oct 14	5	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Oct 15	5	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Oct 19	5	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Oct 20	5	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Oct 21	5	Medical Coding Workbook – Exercises	Medical Coding Workbook – Exercises will be assigned in class	1,2 a, b, c, d
Oct 22		Test 3 – Chapter 5	Workbook Chapter 5 Due Reading Assignment: Chapter 6	
Oct 26	6	Visit Charges and Compliant Billing	Quiz 6, Chapter 6 Read Chapter 7	1,2 a, b, c, d
Oct 27	7	Healthcare Claim Preparation and Transmission	Quiz 7, Chapter 7	1,2 a, b, c, d
Oct 28		Chapter 7 continued		1,2 a, b, c, d
Oct 29		Computer Exercises	Study for Test 4	1,2 a, b, c, d
Nov 2		Test 4 – Chapters 6 & 7	Workbook Chapter 6 & 7 Due Reading Assignment: Chapter 8	1,2 a, b, c, d
Nov 3	8	Private Payers/BlueCross Blue Shield	Quiz 8, Chapter 8 Reading Assignment: Chapter 9	1,2 a, b, c, d
Nov 4	9	Medicare	Quiz 9, Chapter 9	1,2 a, b, c, d
Nov 5		Chapter 9 continued	Study for Test 5	1,2 a, b, c, d

Nov 9		Test 5 – Chapters 8 & 9	Workbook Chapters 8-9 Due Reading Assignment: Chapter 10	
Nov 10	10	Medicaid	Quiz 10, Chapter 10 Reading Assignment: Chapter 11	1,2 a, b, c, d
Nov 11	11	TRICARE and CHAMPVA	Quiz 11, Chapter 11 Reading Assignment: Chapter 12	1,2 a, b, c, d
Nov 12	12	Workers' Compensation and Disability/Automotive Insurance	Quiz 12, Chapter 12	1,2 a, b, c, d
Nov 16		Workbook	Study for Test 4	1,2 a, b, c, d
Nov 17		Test 6 – Chapters 10-12	Workbook Chapters 10-12 Due Reading Assignment: Chapter 13	
Nov 18	13	Payments (RAs), Appeals, and Secondary Claims	Quiz 13, Chapter 13 Reading Assignment: Chapter 14	1,2 a, b, c, d
Nov 19	14	Patient Billing and Collections	Quiz 14, Chapter 14	1,2 a, b, c, d
Nov 23		Chapter 14 Continued	Study for Test 5	1,2 a, b, c, d
Nov 24		Test 7 – Chapters 13 & 14	Workbook Chapters 13 & 14 Due	
Nov 25-26		THANKSGIVING HOLIDAY		
Nov 30	16	Primary Case Studies		1,2 a, b, c, d
Dec 1	16	Primary Case Studies		1,2 a, b, c, d
Dec 2	16	Primary Case Studies		1,2 a, b, c, d
Dec 3	16	Primary Case Studies		1,2 a, b, c, d
Dec 8-9		Final Exam		

* **Competency Areas: (will vary for each course/taken from state standards)**

1. Managed Care
2. Reimbursement and Coding

****General Core Educational Competencies**

- a) The ability to utilize standard written English.
- b) The ability to solve practical mathematical problems.

c) The ability to read, analyze, and interpret information.